

ABSTRACT OF THE INVENTION

A call is set up between a subscriber premises and a call center. The subscriber premises includes a personal computer and a telephone. A call set up request is received from a gateway responsive to the personal computer of the subscriber premises. A query is sent to the call center. An availability reply is received from the call center, and a call set up instruction is prepared for setting up the call between the telephone of the subscriber premises and the call center. In some cases, an unavailability reply is received from the call center. The time-in-queue until the call center will be available to receive the call is estimated, and a call queue status message is prepared for delivery to the gateway and thence to the subscriber premises.

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